



**CITY OF GERMANTOWN**  
**2011 COMMUNITY SURVEY**  
**- *Indices / Appendix Charts* -**

**March 2011**

**Prepared For**  
**The City of Germantown TN**

**By**



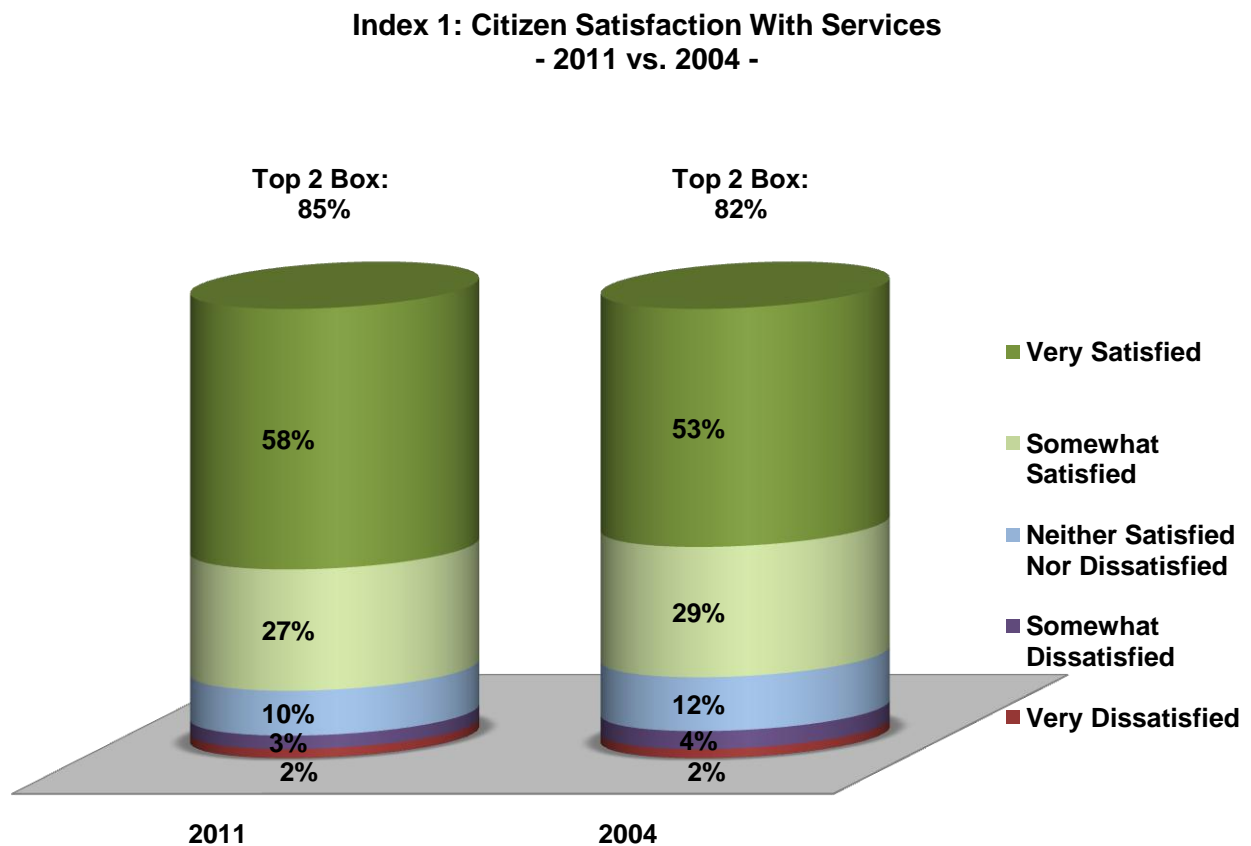
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## REVISED INDICES / COMPARISON OF 2011 AND 2004 DATA

The following four charts show a comparison of 2011 data to 2004 data for the indices (1-4) established in the 2004 Community Survey report. The 2004 numbers have been revised to reflect corrected data.

*For a full list of attributes contained in each index, please refer to spreadsheets attached in a separate file.*

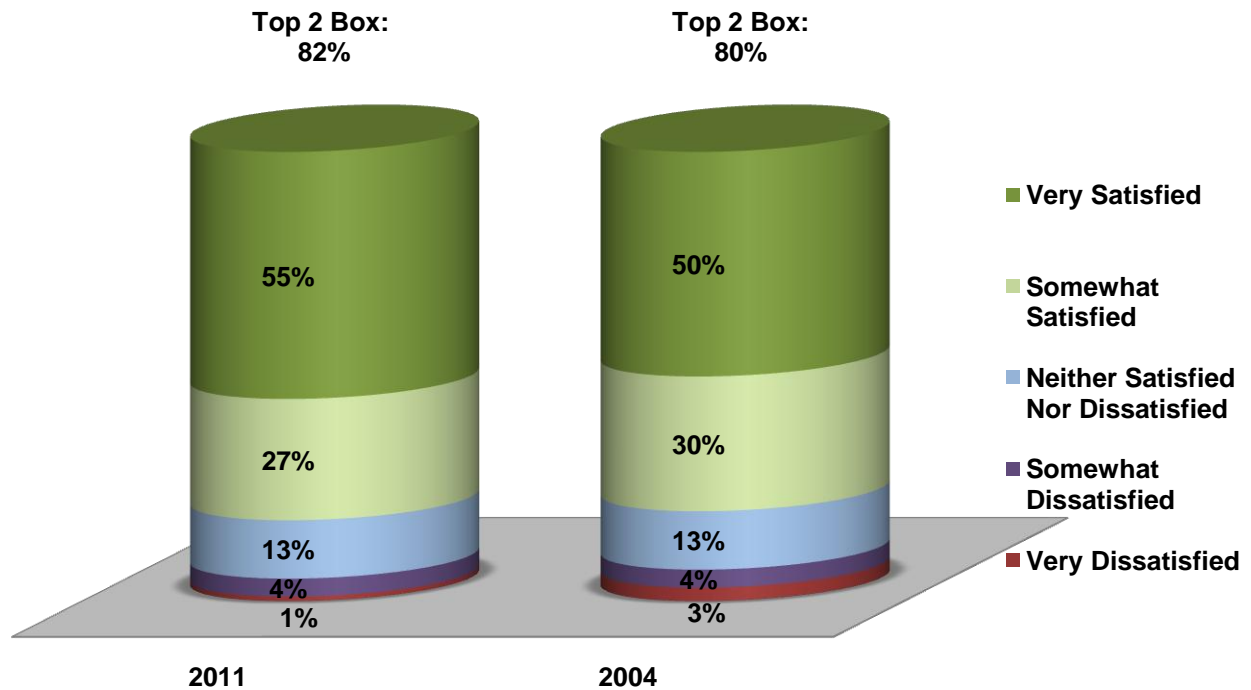
### Index 1: Citizen Satisfaction with Services



***Note: Index 1 contains 40 attributes in 2004 and 33 attributes in 2011, as several attributes have been dropped or changed in 2011 from the 2004 study.***

## Index 2: Responsiveness to Citizens

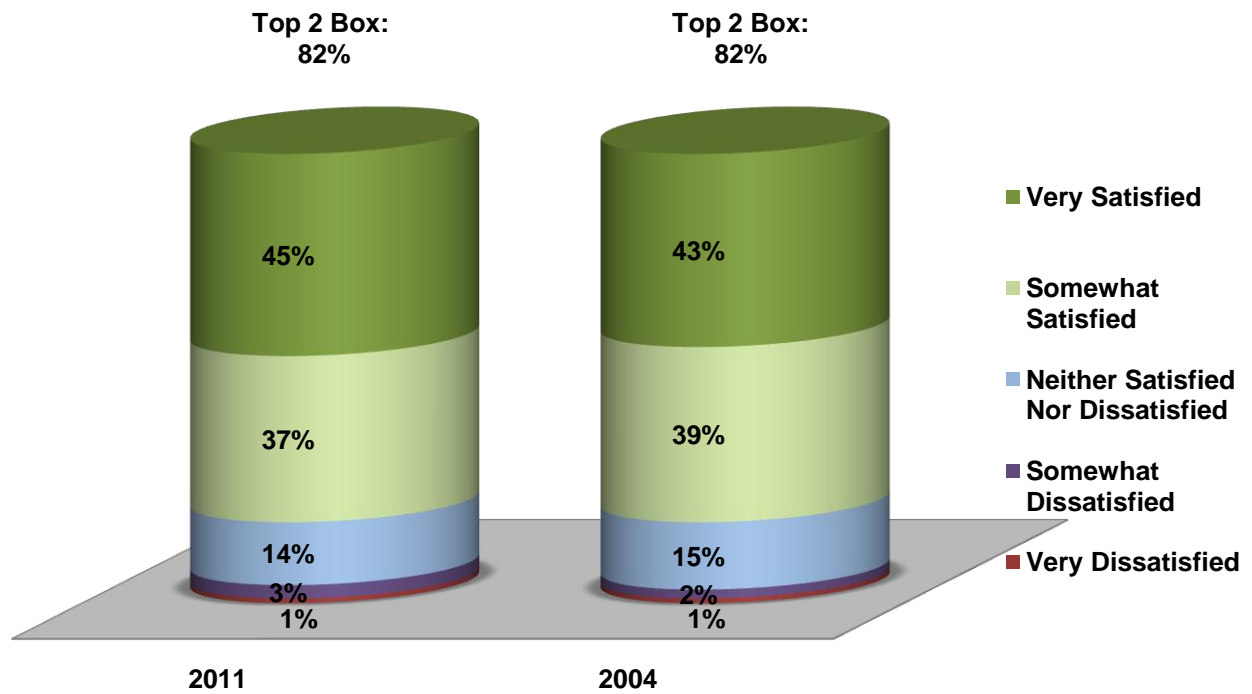
### Index 2: Responsiveness to Citizens - 2011 vs. 2004 -



**Note: Index 2 contains 15 attributes in 2004 and 14 attributes in 2011, as one attribute has been dropped or changed in 2011 from the 2004 study.**

### Index 3: Administration Leadership

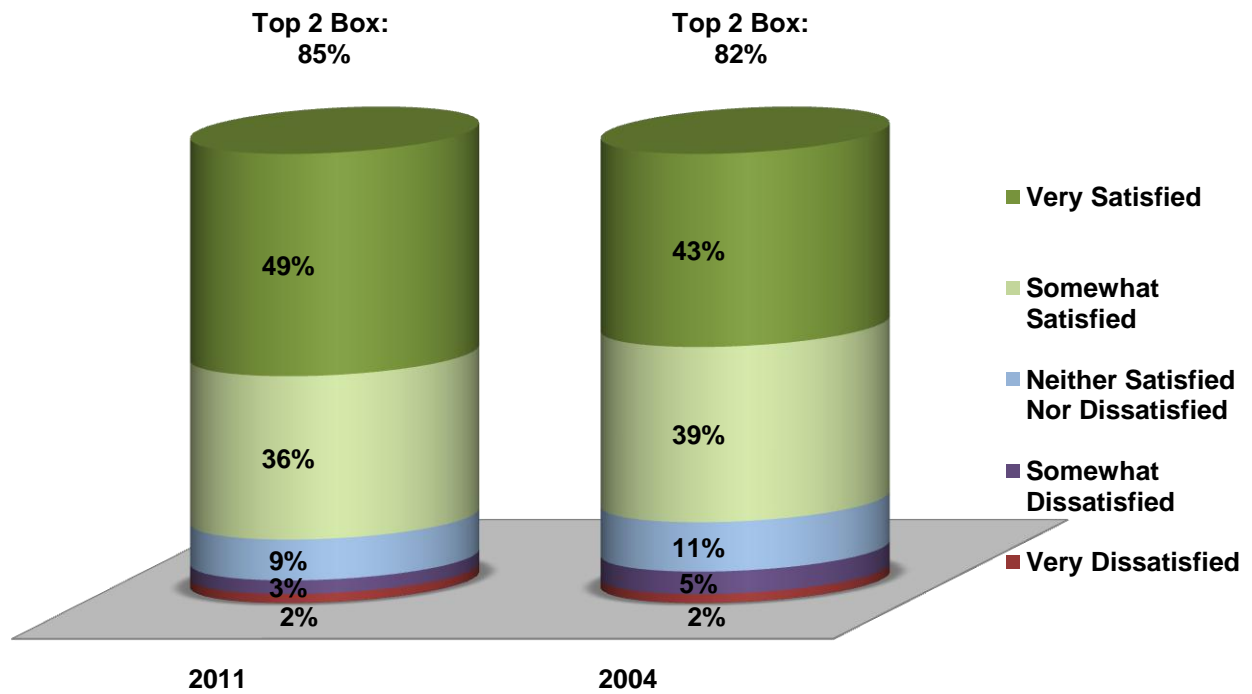
#### Index 3: Administration Leadership - 2011 vs. 2004 -



**Note: Index 3 contains 3 attributes, including Q61 data (2004).**

## Index 4: Efficiency

### Index 4: Efficiency - 2011 vs. 2004 -



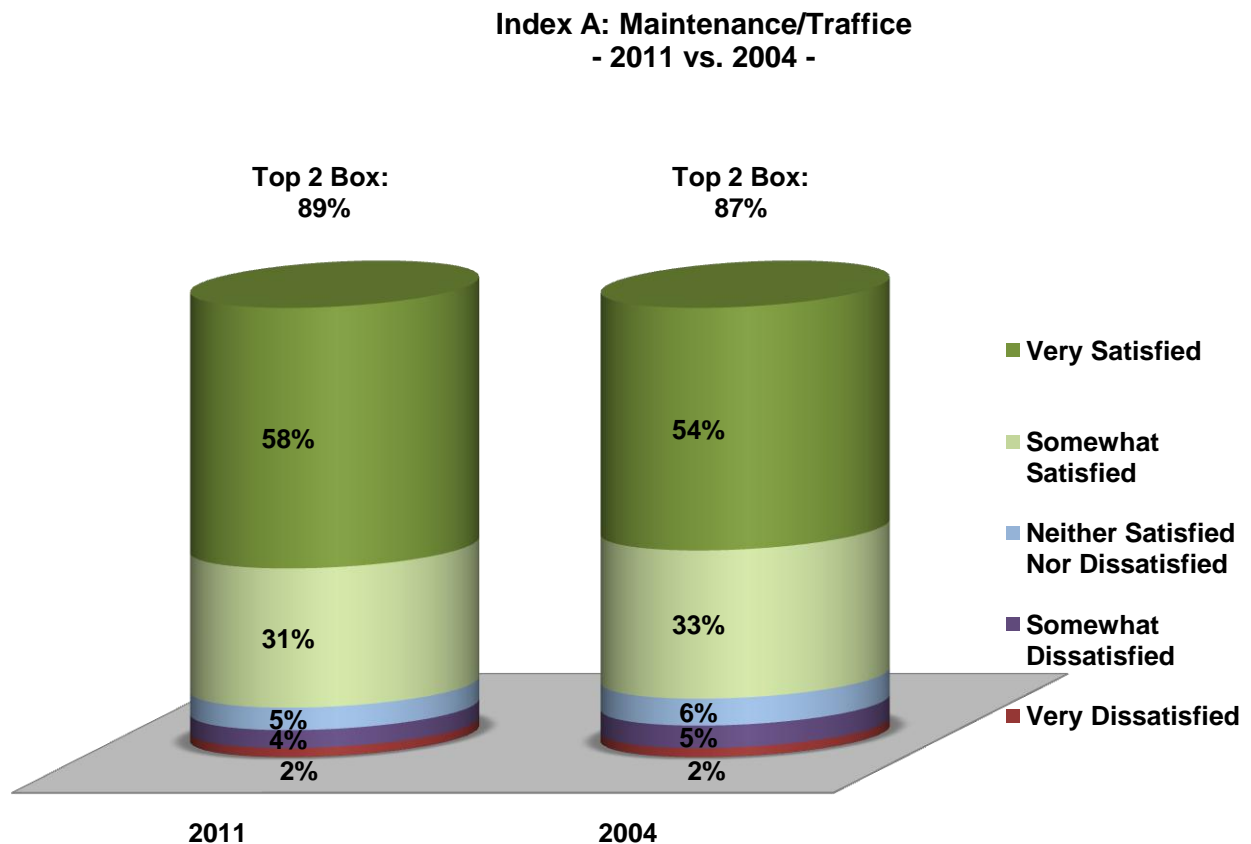
**Note: Index 4 contains 1 attribute.**

## NEW INDICES / COMPARISON OF 2011 AND 2004 DATA

The following five charts show a comparison of 2011 data to 2004 data for the new indices (A-E) established for the 2011 Community Survey report.

*For a full list of attributes contained in each index, please refer to spreadsheets attached in a separate file.*

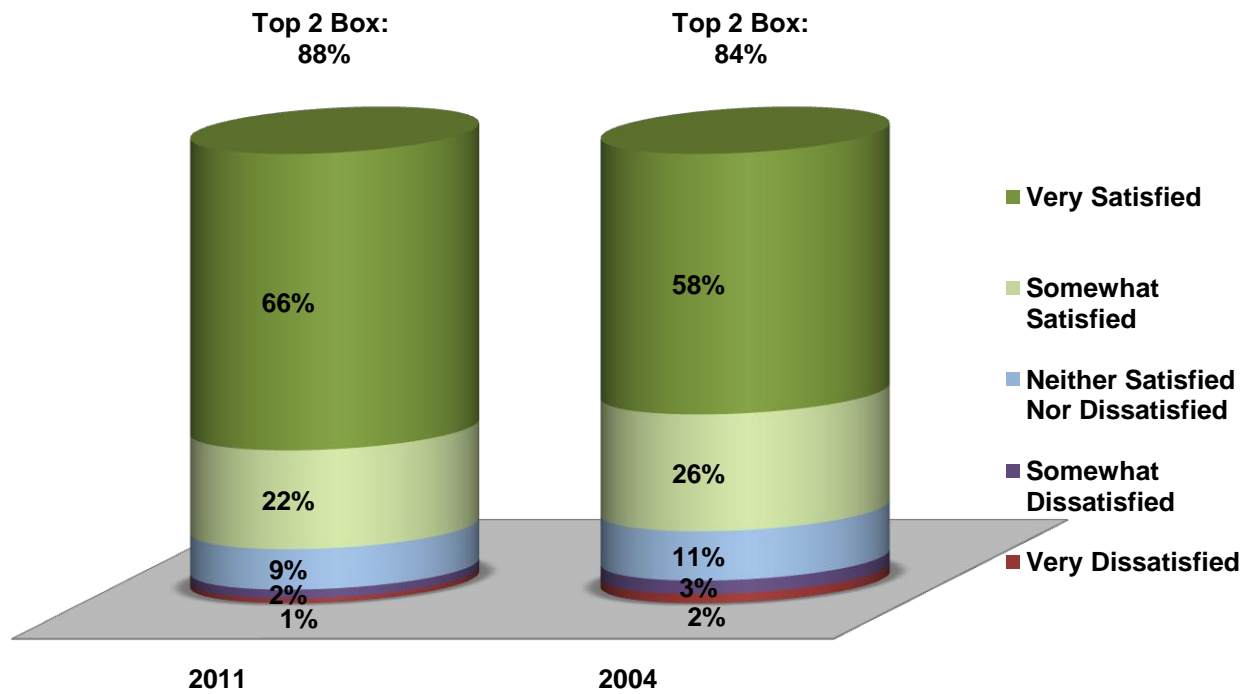
### **Index A: Maintenance/Traffic**



***Note: Index A contains 7 attributes.***

## Index B: Safety/Emergency Services

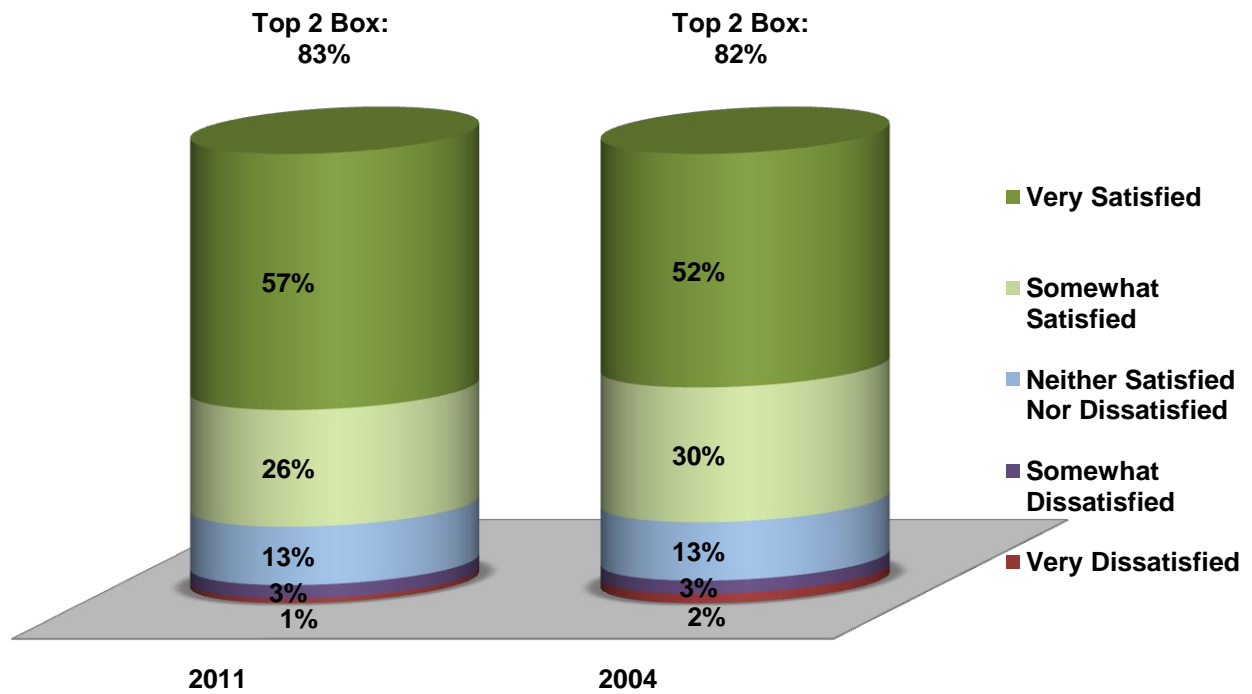
### Index B: Safety/Emergency Services - 2011 vs. 2004 -



**Note: Index B contains 12 attributes.**

## Index C: Cultural/Recreational

### Index C: Cultural/Recreational - 2011 vs. 2004 -

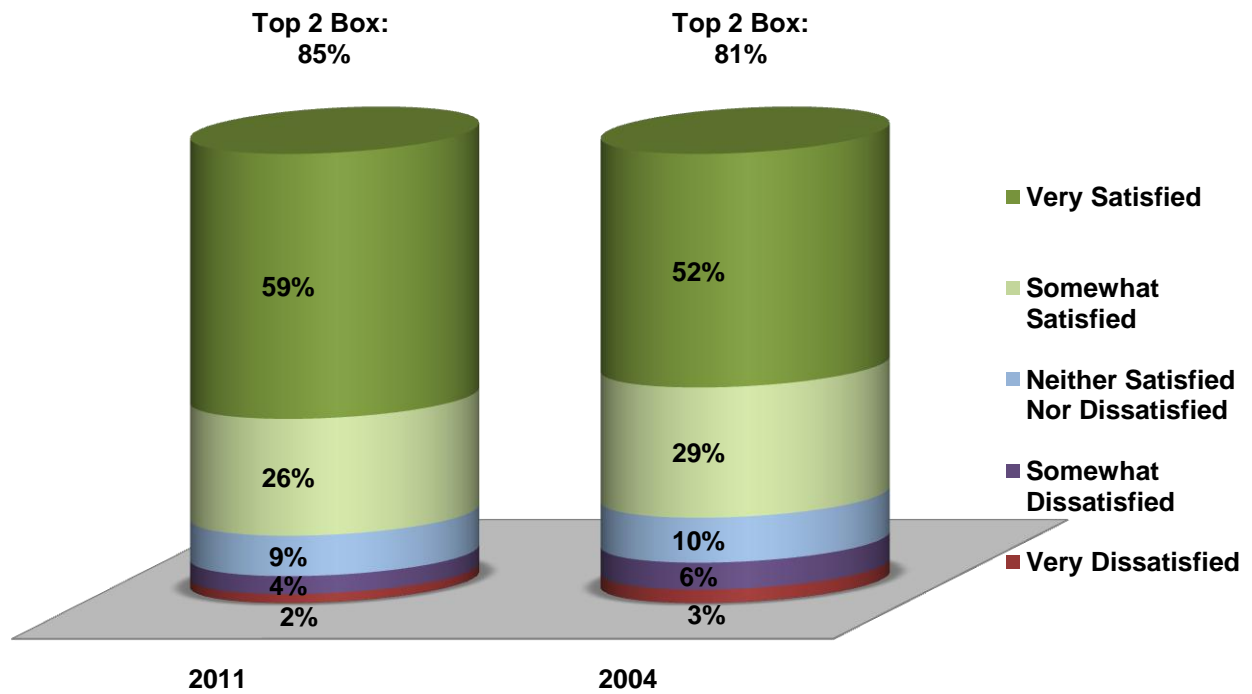


**Note:** Index C contains 11 attributes for 2011 and 10 for 2004, as one attribute in the 2011 study is not included in the 2004 study.



## Index D: Utilities/Services

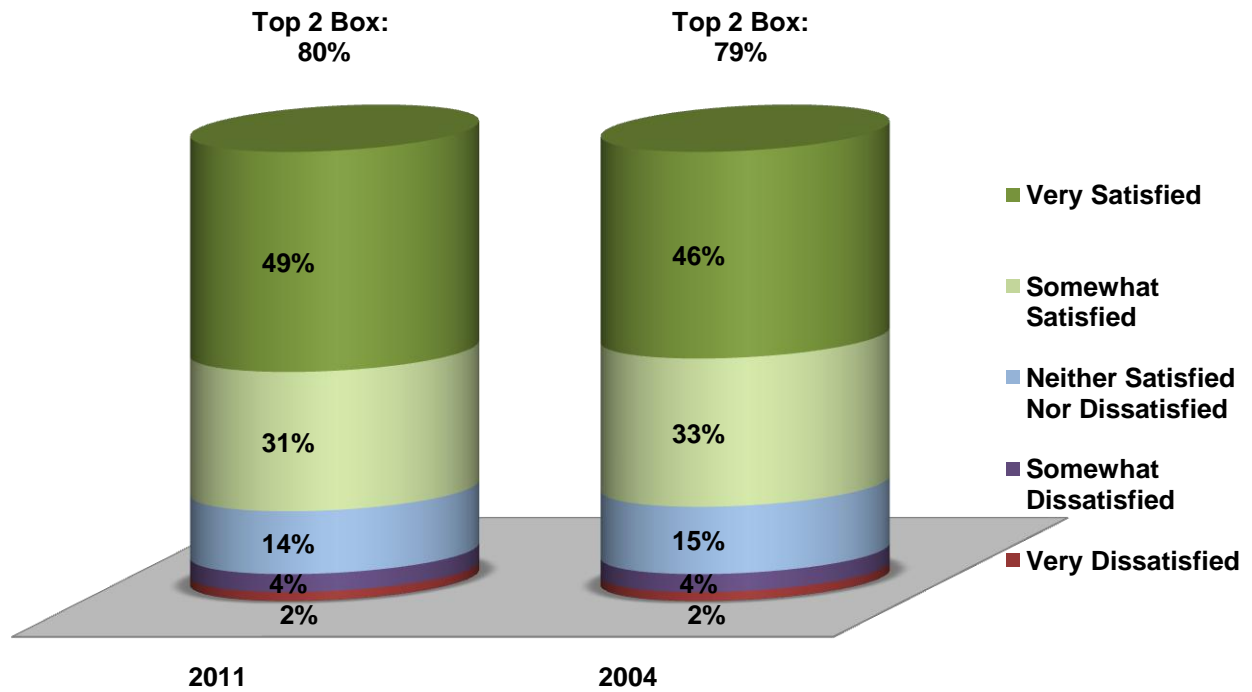
### Index D: Utilities/Services - 2011 vs. 2004 -



**Note:** Index D contains 8 attributes for 2011 and 6 for 2004, as two attributes in the 2011 study are not included in the 2004 study.

## Index E: City Hall

### Index E: City Hall - 2011 vs. 2004 -



**Note: Index E contains 16 attributes.**